DOCUMENT RESUME

ED 040 702 JC 700 170

AUTHOR Bakos, Estelle
TITLE Local Clerical and Custodial Wage Administration Practices.
INSTITUTION Moraine Valley Community Coll., Oak Lawn, Ill. Office of Research and Curriculum Planning.
PUB DATE Sep 69
NOTE 32p.

EDRS PRICE EDRS Price MF-$0.25 HC Not Available from EDRS.
DESCRIPTORS Clerical Workers, Comparative Analysis, *Junior Colleges, *Personnel Policy, *Salaries, Salary Differentials, *Surveys, *Wages
IDENTIFIERS *Illinois

ABSTRACT

Moraine Valley Community College (MVCC), Illinois, collected salary-related data for clerical and custodial personnel, in order to establish a compatible wage structure, provide business management course information, and improve secretarial career counseling. Limiting data sampling to the geographical boundries of the Moraine Valley District insured that salaries were patterned on local standards. This sampling included district high and elementary schools, junior colleges near MVCC, and a cross-section of businesses in the district. Specific data analyzed encompassed salary ranges, the timing and basis of salary progression, frequency of salary-scale revision, bases of salary structures, uniform and laundry services provided, premiums paid for shift work, and length of probationary period. General comparison of results indicated that, compared with district industries, district schools paid somewhat lower median and maximum wages for most of the 13 office and nine custodial personnel positions. [Because of marginal reproducibility of original, this document is not available in hard copy.] (JO)

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LOCAL CLERICAL AND CUSTODIAL

WAGE ADMINISTRATION PRACTICES

=$=

September 1969

Estelle Bakos, Research Assistant

Office of Research and Curriculum Planning

Division of Institutional Services

M O R A I N E V A L L E Y C O M M U N I T Y C O L L E G E

JC 700 170

UNIVERSITY OF CALIF.
LOS ANGELES

JUL 14 1970

CLEARINGHOUSE FOR
JUNIOR COLLEGE
INFORMATION

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PREFACE

The research study described in this report was conducted to provide Moraine Valley Community College with wage data for office and custodial personnel in the college area.

The report is divided into five sections:

I. BACKGROUND AND PURPOSES

II. METHODS AND LIMITATIONS

III. CLERICAL AND CUSTODIAL WAGE SCALES

IV. RELATED WAGE ADMINISTRATION PRACTICES

V. CONCLUSIONS

Contributing to the completion of this report were:

Mr. Alfred R. Hecht, Director of Research and Curriculum Planning, who provided invaluable help and direction throughout the entire project;

Mrs. Joan Schmidt, Administrative Assistant, Personnel Office, who requested the survey and provided job titles and descriptions and identified wage administration practices to be included in the survey;

Publications Supervisor Mr. Miles Meyerson, who provided editorial assistance;

Secretary Caryl Nyberg and Machine Operator Dorothy Lavan who typed and duplicated this report;

and Personnel Directors in district schools, area junior colleges and community industrial organizations who answered the survey questions.

Estelle Bakos

I. BACKGROUND AND PURPOSES

As a new institution, Moraine Valley Community College wishes to establish for its office and custodial employees a wage structure compatible with those of other junior colleges in the area and a wage scale comparable to those of local schools and industrial organizations.

At the request of the MVCC Personnel Office, the Office of Research and Curriculum Planning conducted a wage survey to:

- Compile local salary ranges and averages for the types of office and custodial personnel employed at Moraine Valley.
- Summarize local wage and administration practices for office and custodial personnel, including length of work week, probationary periods, salary structure revision and certain fringe benefits.

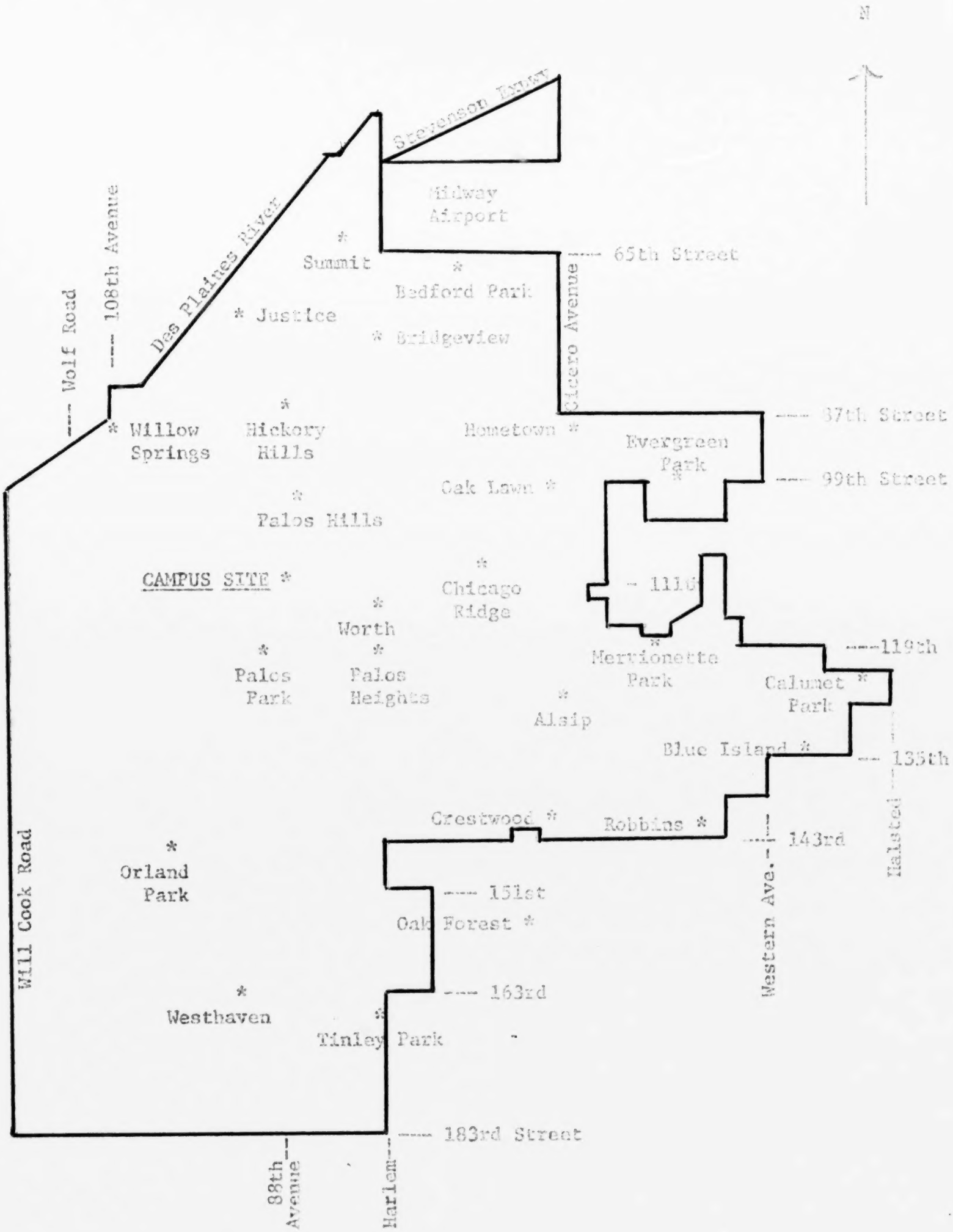
In addition, the data gathered in this survey provides counseling and instructional staffs with data for business, data processing and secretarial science courses and career counseling.

II. METHODS AND LIMITATIONS

A. Sampling Procedures

Because wage scales usually are based on local conditions and because other junior colleges in the area report that their salaries are patterned after local standards, selection of industrial organizations for this survey was limited to the geographical boundaries of Junior College District 524 (Map 1).

MORAINE VALLEY COMMUNITY COLLEGE
Junior College District #524



All high school and several elementary school systems in the Moraine Valley district were contacted. To explore the wage structures and administrative practices of other junior colleges, six junior colleges near MVCC were included in the survey.

Firms included in the survey were selected to provide a cross-section of the many types of businesses in the district (Table 1). Emphasis was placed on manufacturers because of the predominence of manufacturing firms in the district and because these firms were most likely to have the types of office jobs and data processing positions described in the questionnaire. Manufacturing firms selected were those which employ 100 or more persons.

A number of sources were used to compile the mailing list of 165 industrial organizations (References 1,2,3,4). Smaller businesses, hospitals, village halls, savings and loan associations and banks, which account for the employment of most other office personnel in the district, were included in the sampling of business organizations. To obtain information about personnel in data processing, district firms using data processing equipment were included in the survey.

Replies were received from 39 of the 165 firms contacted, a return of 23.6 per cent. High schools, elementary schools and junior colleges were contacted by phone and asked to mail their job descriptions and salary structures. In instances in which additional information or clarification was needed, questionnaires were sent.

More responses to this survey would have been obtained by following up the initial mailing with "reminder" mailings (Reference 5). However, to avoid antagonizing non-respondents, additional mailings were not made.

TABLE 1.

Wage Survey Mailing

Organizations Contacted and Returns Received *

	Number Mailed	Returns Received
Manufacturers employing 100 or more persons	111	24
Banks, Savings and Loans, Loan Companies	13	4
Trucking Companies	8	2
Non-Manufacturing and Service	5	2
Retail Stores	5	1
Construction Contractors	4	-
Village Offices	4	2
Hospitals	3	1
Real Estate Agencies	2	-
Insurance Agencies	2	-
Nursing Homes	2	1
Miscellaneous	6	2
Totals	165	39
Per cent of Returns		23.6%
Junior Colleges in our Area	6	6
High School Districts in MVCC District	6	6
Elementary School Districts in MVCC District	4	4
Totals	16	16

* See Appendix for list of organizations included in the data analyses

Telephone calls were made to about 20 firms which had not responded. These calls, made three weeks after mailing, were intended to encourage participation in the survey, to answer questions about the mailing and to determine the attitude of recipients toward the questionnaire.

With one exception, all those called were pleasant, cooperative and apologetic. Various reasons were given for not responding: corporate policy did not permit divulging salary information, lack of time and clerical help, vacations, job descriptions on the questionnaire did not apply to their staff.

All said that the questionnaire was clear and easy to follow, and many said they still intended to send the data requested.

Nearly all respondents filled out the sections of the questionnaire on wage practices, but a number skipped all or large parts of the sections on salary ranges. Of those who gave explanations for returning incomplete questionnaires, most stated that the job descriptions differed widely from the work done by their employees. Representatives of three firms explained that company policy prevented them from providing any information.

B. Questionnaire Development and Mailing

Questionnaires used in other wage surveys were studied to develop a form which would provide the information required and which would be easy for the respondent to fill out.

Several persons in the college were consulted about the style of the questionnaire. Job descriptions for office and custodial personnel were checked to assure maximum clarity and accuracy.

Separate questionnaires for office and custodial personnel were used so that, if necessary, they could be routed to an administrator in each area.

The name and address of the organization was typed on the cover page of each questionnaire before it was mailed. This cover page asked several questions pertaining to the general wage policies of the firm, including length of probationary period, timing and basis of progression in salary ranges, frequency of revisions and bases of salary structures and revisions.

Number of hours in a normal work week was requested so that salary figures could be converted to an hourly basis. The custodial personnel questionnaire also asked if uniform and laundry service was provided.

Question five in the custodial questionnaire asked if a premium was paid for shift work. If the answer to this question was "no," it was not possible to determine whether the respondent meant that no premium was paid for shift work or that the custodial staff was not required to work shifts. This question should have been preceded by an inquiry as to whether the organization did have shifts.

Most of the questions on the first page could be answered by a check mark.

Minimum, maximum and actual average salary paid and the number of persons employed in each position were asked for in subsequent pages, with job descriptions provided for each job title.

Salary information was requested for the following 13 positions in the office questionnaire:

Clerk Typist I	General Accounting Clerk
Clerk Typist II	Bookkeeper
Secretary I	Keypunch Operator
Secretary II	Computer Operator
Secretary III	Junior Programmer
	Senior Programmer
Switchboard Operator	
Storeroom Clerk and Machine Operator	

Salary information was requested for nine positions in the custodial questionnaire:

Matron	Groundskeeper
Courier	General Maintenance Man
Receiving Clerk	Maintenance Supervisor
Custodian	
Chief Custodian	Security Officer

A cover letter explaining the purposes of the survey was mailed with the questionnaire, and a postage paid reply envelope was enclosed. First class mail was used. (See Appendix for sample cover letter and questionnaires).

C. Data Analysis Procedures

Although wage figures typically are reported in terms of median figures (Reference 6 and 7), this report, at the request of the Personnel Office, includes "average actual salary."

"Actual average" figures can easily be distorted by salaries paid to employees with long tenure or to those employed on a trial basis under the minimum established.

For example, in the category of Storeroom Clerk and Machine Operator (Figure 6) the "maximum median" figure for district schools is $2.77 and the "actual average" figure is $2.84. This distortion is due to the salary paid a 20-year employee whose salary was above the maximum established in that school.

One manufacturing firm with an "actual average" figure below its minimum structure explained that the individuals involved were employed on a trial basis at a wage below the established minimum.

About half of the respondents did not furnish "actual average" figures and confined their answers to minimum and maximum ranges. The average figures in this report represent only those firms which provided this information.

The diversity in clerical job descriptions is great. For example, analysis of returns reveals that the MVCC categories of Clerk Typist I and Clerk Typist II are not typical of the duties generally attributed to these classifications. Most organizations who have a "Clerk Typist" job title do not designate shorthand or machine transcription as requisites. If shorthand or machine transcription is required, the job title usually is "Stenographer."

High school and elementary school office personnel usually are classified by titles which reflect their assignment, such as "Secretary to the Superintendent," "Secretary to the Business Manager," etc. These job titles are not usually clarified by job descriptions.

The Chicago Area Wage Survey classifies secretaries according to the title of the "corporate officer" and the number of persons employed by the company. (Reference 8).

Custodial job descriptions also vary widely. Many schools and industries reported that this work is done on a contract basis by an outside firm.

To establish a standard for tabulating salary figures for the listed office and custodial positions, wages reported in weekly, monthly or annual terms were converted into hourly rates.

Minimum and maximum salary ranges and actual average salary (where reported) were listed for office and custodial personnel in each job title in each organization.

For each job title, the following figures were then determined:

- Minimum and maximum salary--obtained by finding the lowest and highest salary figures reported for each job title.
- Median minimum salary--obtained by listing all of hourly minimum rates reported and counting down to the middle figure listed.
- Median maximum salary--obtained by listing all of the hourly maximum rates reported and counting down to the middle figure listed.
- Actual average salary--obtained by totaling the average figures reported and dividing by the number of figures added together.

Wage data are reported for district schools, area junior colleges, district industrial organizations and the total college district. Because of limited data in some categories, total district figures provide the best picture of local area practices. Wage data for both clerical and custodial personnel are reported in Section III of this report.

III. CLERICAL AND CUSTODIAL WAGE SCALES

A. Clerical Wage Scales

Figures 1 through 13 report office personnel wage data for district schools, area junior colleges, district industrial organizations and the total area. Maximum, median maximum, average wage paid, median minimum and minimum wages and number of respondents are reported for each job title.

For easy comparison of salary rates for different jobs, a standard scale of $1.50 to $8.00 per hour was used for each job title.

Average salaries for area colleges were not included because this information was not obtained from the colleges contacted.

In six of the clerical positions, district schools reported the lowest median maximum wages. In four of the clerical positions, district industries reported the lowest median maximum wages.

Because the actual salaries reported by two district schools exceeded the maximum figure reported for their salary structure, the average wages for Clerk Typist II and Storeroom Clerk and Machine Operator (Figures 2 and 6) are above the median maximum wages.

B. Custodial Wage Scales

Figures 14 through 22 report custodial personnel wage data for district schools, district industrial organizations and the total area. Maximum, median maximum, average, median minimum and minimum wages and number of respondents are reported for each job title.

For easy comparison of salary rates for different jobs, a standard scale of $1.50 to $8.00 per hour was used for each job title.

Junior colleges were not included because only two of the six colleges contacted have their own custodial staffs. The other colleges have custodial duties performed by an outside firm, rent their facilities from another school or are under civil service.

Average salaries paid for Matron (Figure 14) and Chief Custodian (Figure 18) are above median maximum because the "actual average" wages reported for these two jobs was high.

C. General Comparisons

For 12 of 13 office personnel positions and for 6 of 9 custodial personnel positions the median minimum wages paid by district industries exceed those paid by district schools.

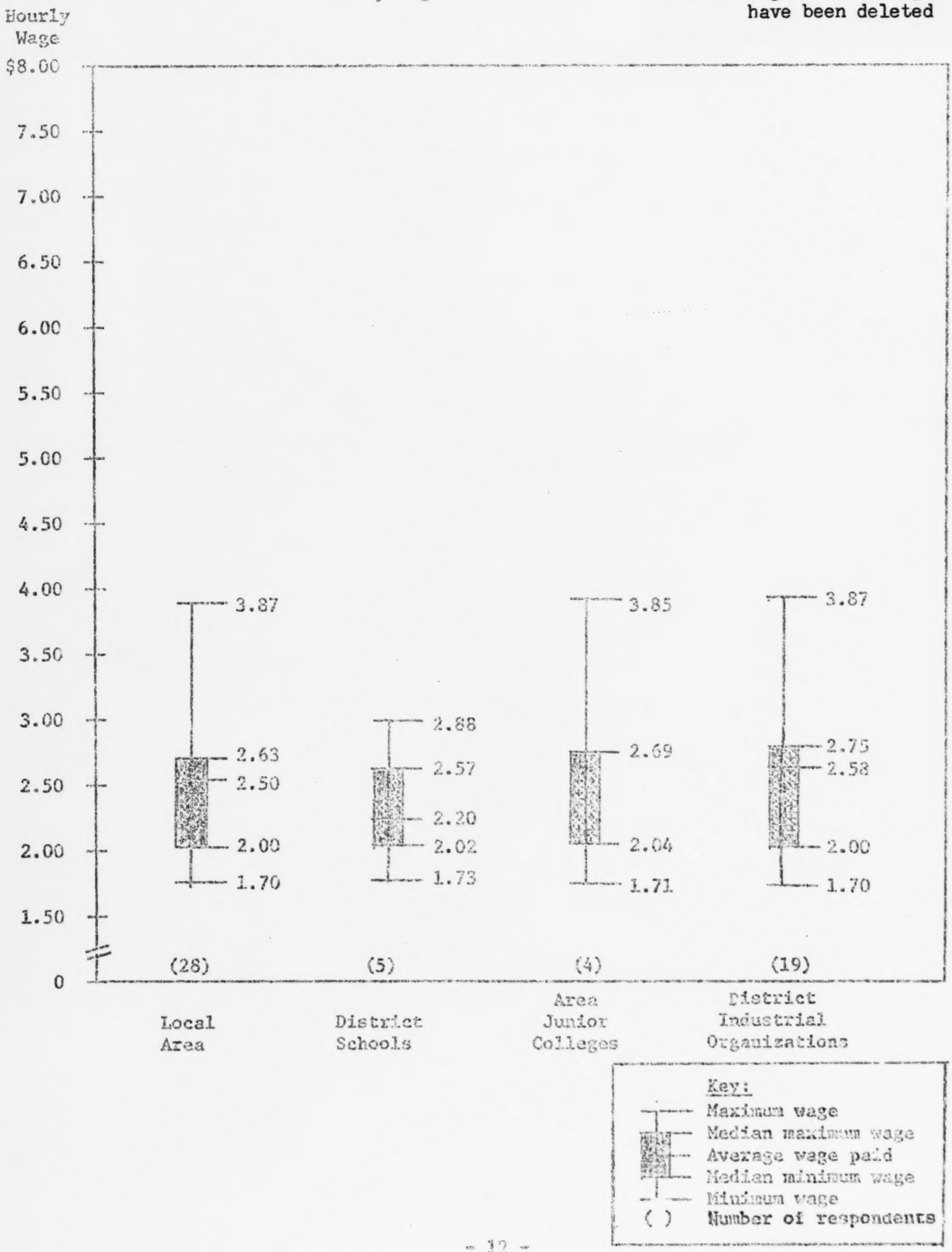
District schools reported lowest maximums for all clerical positions and for all but two custodial positions.

Except for Clerk Typist I and for three custodial positions, district schools reported lower median minimum wages for all positions than did district industries.

FIGURE 1.

Clerk Typist I
Hourly Wage Distribution

NOTE: Figures 2 through 22 have been deleted



IV. RELATED WAGE ADMINISTRATION PRACTICES

This section summarizes information received on wage administration practices requested on the cover pages of both the office and custodial questionnaires. This data includes length of work week, procedures followed for progression, length of probationary period and bases for progression, sources used for wage revisions and time of year these revisions go into effect.

Information on custodial uniforms, laundry service and premium rates for shift work is also summarized in this section.

A. Length of Work Week

The normal work week reported for most schools, junior colleges and industrial organizations was 40 hours for both office and custodial personnel. Number of hours worked in a week ranged from 35 to 40 hours for office personnel and from 37-1/2 to 50 hours for custodial personnel. These data are shown in the following table.

	35 Hours	37½ Hours	40 Hours	Other
Office Personnel				
District Schools	1	1	3	-
Area Junior Colleges	2	1	3	-
District Industries	1	6	28	2
Total	4	8	34	2
Custodial Personnel				
District Schools	-	-	6	-
Area Junior Colleges	-	-	3	-
District Industries	-	2	18	1
Total	-	2	27	1

B. Procedure Followed for Progression

The typical procedure for progression in salary steps includes a 90-day probationary period and an annual evaluation of performance. Reported probationary periods ranged from 30 days to a year. Almost all salary progression is based on performance. These data are shown in the following table.

Office Personnel

	Probationary Period			Annual Review			Basis for Progression		
	30 days	90 days	Other	On Anniv.	Fiscal Year	Other	Perform-ance	Auto-matic	Other
District Schools	-	2	3	-	5	-	5	-	-
Area Junior Colleges	-	3	2	1	4	1	2	4	-
District Industries	5	11	10	11	8	12	27	1	3
Total Area	5	16	15	12	17	13	34	5	3

Custodial Personnel

District Schools	1	4	2	1	6	-	3	3	-
Area Junior Colleges	-	3	-	-	1	2	2	1	-
District Industries	4	5	11	5	4	12	13	3	5
Total Area	5	12	13	6	11	14	18	7	5

C. Salary Structure Review

Typically, salary structure is reviewed annually. Salary structures are reviewed semi-annually by some organizations and at irregular intervals by others. The data are shown in the table below.

	Frequency of Salary Structure Review		
	Annually	Semi-Annually	Other
District Schools	5	-	-
Area Junior Colleges	4	1	1
District Industries	19	6	5
Total	28	7	6

D. Time of Year Revisions Go Into Effect

At most district schools and nearby junior colleges, revisions of salary structures go into effect on July 1. As tabulated below, industrial organizations revise their salary structures at various times of the year.

	Time of Year					
	January	March April, May	June	July	Fall, December	Other
District Schools	-	-	-	5	-	-
Area Junior Colleges	2	-	-	4	-	-
District Industries	8	5	3	-	3	9
Total	10	5	3	9	3	9

E. Basis for Revision

Mostindustrial organizations in the area use a private agency survey or conduct their own surveys as a basis for salary revisions. Four of the junior colleges contacted stated that their revisions are based on information they gather from area industrial firms, newspaper advertising, the cost-of-living index and other junior colleges.

Many organizations consult surveys made for specific industries such as banking, chemicals and retail merchants. Other sources cited were the cost-of-living index, home office practices and word of mouth. A tabulation is shown below.

	Basis for Revision		
	Chicago Area Wage Survey	Private Agency	Other
District Schools	2	2	-
Area Junior Colleges	-	-	6
District Industries	10	14	16
Total	12	16	22

F. Shift Work for Custodial Personnel

As shown in the following table, most organizations pay a premium for custodial shift work.

	Premium Paid	
	Yes	No
District Schools	2	3
Area Junior Colleges	2	1
District Industries	16	4
Total	20	8

The premium paid for second shift ranged from 5 to 15 cents per hour, with 10 cents per hour the median hourly rate. The premium paid for third shift ranged from 10 to 20 cents per hour, with 15 cents per hour the median hourly rate. Some organizations paid for shift work on a percentage basis. One district school paid a premium of $200 per year for third shift work.

Rates paid for shift work were:

	Premium Rate Paid			
	2nd Shift		3rd Shift	
	Hourly	Per Cent	Hourly	Per Cent
District Schools	$.05--1		$.10--1 $200 per yr--1	
Area Junior Colleges		5%--1		5 %--1
District Industries	$.08--1 $.09--1 $.10--4 $.12--1 $.14--1 $.15--1	5%--2 10%--4	$.12--2 $.15--2 $.18--1 $.20--3	7.5%--1 10 %--3 12.5%--1

G. Uniforms for Custodial Personnel

Most district schools and nearby junior colleges which have their own custodial personnel reported that they furnish uniforms for their custodial personnel. However, most of the organizations surveyed do not furnish laundry service. About half of the industrial firms included in the survey provide uniforms for their custodial personnel. Less than half provide laundry service. The data is shown below.

	Furnish Uniforms		Provide Laundry Service	
	Yes	No	Yes	No
District Schools	4	1	1	4
Area Junior Colleges	3	-	2	2
District Industries	11	13	7	17
Total	18	14	10	23

V. CONCLUSIONS

A. Local hourly wages of office personnel are scaled according to skill requirements. Hourly wages range from a starting minimum of $1.70 for a Clerk Typist to a maximum of $7.92 for a Senior Programmer.

Wage data are summarized for all office personnel in Table 2.*

B. Local hourly wages of custodial personnel also are scaled according to skill requirements. Hourly wages range from a starting minimum of $1.65 for a Matron to a maximum of $7.95 for a Maintenance Supervisor. In Table 3, wage data are summarized for all custodial personnel.*

C. Generally, annual revisions of salary structures are made on the basis of industry surveys, the Chicago Area Wage Survey or surveys conducted by the individual school or firm.

Salary revisions most often take effect for district schools and area colleges on July 1. Industrial organizations revise their salary structures at various times of the year.

D. Most local area office and custodial personnel work a 40-hour week. New employees serve a 90-day probationary period. Most organizations surveyed review salaries annually and base salary progression on performance.

E. An hourly premium for shift work is paid to most custodial personnel. The amount varies from 5 to 20 cents per hour, with a median hourly rate of 10 cents for second shift work and 15 cents for third shift work.

About half those surveyed furnish uniforms for custodial personnel. Two-thirds of those surveyed provide laundry service.

*NOTE: Tables 2 and 3 have been deleted

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6. Faculty Salary Schedules in Community-Junior Colleges, 1967-68, Research Division, National Education Association, Higher Education Series Research Report 1968-R17.

7. Elementary Statistics, Garrett, Henry E., David McKay Company, Inc.: New York, N. Y., 1962.

8. Area Wage Survey, The Chicago, Illinois, Metropolitan Area, April 1968, Bureau of Labor Statistics: U.S. Department of Labor.

APPENDIX
Sample Cover Letter

MORAINE VALLEY COMMUNITY COLLEGE

Colonial Building — Suite 2G
4740 West 95th Street
OAK LAWN, ILLINOIS
60453

Phone 425-9300
Area Code 312

June 11, 1969

Dear Personnel Director:

Moraine Valley Community College is conducting a study of salary-related data for office and custodial personnel in our college district. Your assistance will help us provide information for our business management courses, secretarial career counseling, and for analyzing our salary structure.

Separate questionnaires are enclosed for your office and custodial personnel areas. Most of the questions on the first page of each questionnaire may be answered by a check mark. Additional pages are concerned with job descriptions and ask for salary range, average salary and approximate number of persons working in positions comparable to those described.

Your responses will be treated confidentially, and your identity will not be revealed in any way. Results will be tabulated by industry in a statistical summary. We will be glad to provide you with a copy of the report when it is completed.

A self-addressed return envelope, which requires no postage, is enclosed for your convenience. Thank you for the time and attention given to these questionnaires. Your contribution to this community study will be appreciated.

Sincerely yours,

Alfred R. Hecht

Alfred R. Hecht,
Director
Office of Research and Curriculum Planning

SERVING SOUTHWEST COOK COUNTY

APPENDIX

Sample Office Personnel Questionnaire

OFFICE PERSONNEL

MORAINE VALLEY COMMUNITY COLLEGE

WAGE SURVEY

Name of Organization _____

Address _____

Name and Title of Person Giving Information _____

Name of Personnel Director _____

1. **Number of hours in a normal work week for office personnel:**

   ( ) 35 ( ) 37-1/2 ( ) 40 ( ) Other

2. **What procedure do you follow for progression in salary ranges?**

   a. **Probationary period:** ( ) 30 days ( ) 90 days ( ) Other _____

   b. **Annual review:** ( ) On anniversary ( ) Fiscal year ( ) Other _____

   c. **Basis of:** ( ) Performance ( ) Automatic ( ) Other _____

3. **How often do you review your total salary structure?** _____

   a. **At what time of year do revisions go into effect?** _____

   b. **On what information do you base your salary structure and revisions?**

      ( ) Chicago Area Wage Survey (Bureau of Labor Statistics)
      ( ) Private Agency Survey
      ( ) Other _____

Please indicate salary range, actual average and number of employees in your firm who perform duties comparable to those described below:

	Salary Range		Actual Average*	Approx. No. In Position
	Min.	Max.		
CLERK TYPIST I Performs a variety of general office and clerical duties. May take and transcribe dictation from shorthand accurately and rapidly, such as reports, interoffice communications. Types from handwritten copy and printed material. Prepares masters and stencils. Acts as receptionist. 6 months experience.				
CLERK TYPIST II Performs a variety of clerical, typing and office activities, utilizing knowledge of systems or procedures. Handles routine mailing, confidential material. Establishes and maintains files. Acts as office receptionist. 1 to 2 years experience.				
SECRETARY I Performs secretarial duties for and relieves supervisor of minor administrative duties. Takes and transcribes dictation accurately on fairly difficult material, some of which is confidential. Schedules appointments, keeps follow-up records. 1 to 2 years experience.				

*By "actual average" we mean the figure that is derived by totaling the salaries paid in the particular position and dividing by the number of workers.

	Salary Range		Actual Average*	Approx. No. In Position
	Min.	Max.		
SECRETARY II Performs secretarial duties for and relieves supervisor of minor administrative duties. Takes and transcribes dictation, using shorthand or transcription unit, some of which is confidential. Interviews persons coming into office. Sets up and maintains files. Handles mail. Knows how to operate business machines. Over 2 years and up to 4 years experience.				
SECRETARY III Performs secretarial duties for and relieves supervisor of minor administrative duties. Takes and transcribes dictation accurately at a high rate of speed on technical and fairly difficult material, some of which is confidential. Arranges for conferences, etc. Answers correspondence not requiring dictated reply. Decides whether dictated reply is necessary. Has direct supervision of clerk-typists with limited responsibility of checking results, handling work schedules, making recommendations thereon. Over 2 years and up to and including 4 years experience.				
STOREROOM CLERK AND MACHINE OPERATOR Operates a variety of office machines, such as ditto, mimeograph, photocopy, thermo-fax, embossograph, postage meter, binding machine and typerwriter. Receives, stores and issues material and supplies and compiles stock records in stockroom. Receives and routes incoming mail and prepares outgoing mail. 3 to 6 months experience.				

	Salary Range		Actual Average*	Approx. No. In Position
	Min.	Max.		
SWITCHBOARD OPERATOR Operates switchboard and acts as receptionist for all visitors to area. May do typing and perform other clerical work as assigned. May operate various office machines and assist in stock supply room. 1 to 2 years experience.				
GENERAL ACCOUNTING CLERK Performs a variety of clerical duties, utilizing knowledge of accounting systems or procedures; copies data and compiles records or reports. Assists in preparation of payroll. Maintains files. Operates various office machines.				
BOOKKEEPER Prepares and maintains various financial and accounting records and documents. Performs a variety of clerical details and some secretarial duties and may compose own letters. Prepares payroll, types budget reports, monthly board reports and treasurer's reports. Maintains files. Types federal and pension reports. Posts and maintains Accounts Payable ledger. Records cash receipts. 2 to 4 years experience.				
KEYPUNCH OPERATOR Operates numerical and/or alphabetical or combination key punch machines to transcribe data from various source documents to key punch tabulating cards. Also operates sorting machine.				

Salary Range		Actual Average*	Approx. No. In Position
Min.	Max.		

COMPUTER OPERATOR

Monitors and controls electronic digital computers to process business, scientific, engineering or other data, according to operating instructions.

JUNIOR PROGRAMMER

Selects symbols from coding system peculiar to make or model of digital computer and applies them to successive steps of completed program for conversion to machine processable instructions. Records symbols on worksheet for transfer to punch cards or machine input tape. Marks code sheet to indicate relationship of code to program steps to simplify de-bugging of program. May act as understudy to senior programmer.

SENIOR PROGRAMMER

Plans, schedules, and directs preparation of programs to process data by electronic data processing equipment. Indicates problems, suggests changes and determines extent of automatic programming and coding techniques to use. Assigns, coordinates and reviews work of programming personnel. Develops own programs and routines from work flow charts or diagrams. Consolidates segments of programs into complete sequence of terms and symbols. Prepares records and reports.

APPENDIX

Sample Custodial Personnel Questionnaire

CUSTODIAL PERSONNEL

MORAINE VALLEY COMMUNITY COLLEGE

WAGE SURVEY

Name of Organization _____

Address _____

Name and Title of
Person Giving Information _____

Name of Personnel Director _____

1. Number of hours in a normal work week for custodial personnel:

   ( ) 35 ( ) 37-1/2 ( ) 40 ( ) Other

2. What procedure do you follow for progression in salary ranges?

   a. Probationary period: ( ) 30 days ( ) 90 days ( ) Other _____

   b. Annual review: ( ) On anniversary ( ) Fiscal year ( ) Other _____

   c. Basis of: ( ) Performance ( ) Automatic ( ) Other _____

3. Does your firm furnish uniforms? ( ) Yes ( ) No

4. Does your firm provide laundry service? ( ) Yes ( ) No

5. Is there a premium paid for shift work? ( ) Yes ( ) No

   a. If yes, at what rate for: 2nd shift? _____ 3rd shift? _____

Salary Range		Actual Average*	Approx. No. in Position
Min.	Max.		

MATRON

Is responsible for keeping classrooms, offices, lounges and washrooms clean and orderly.

COURIER

Is responsible for delivery of various school documents and materials and for keeping delivery truck in a neat and clean condition. Assists in other areasof warehouse receiving and related work as directed.

RECEIVING CLERK

Receives, checks deliveries of materials and performs related assignments; keeps required records. Keeps area clean and makes small deliveries between college buildings.

CUSTODIAN

Sweeps, vacuums and mops floors and stairways; scrubs, waxes and buffs floors, using machines. Dusts and waxes desks, washes cafeteria tables, empties ashtrays. Cleans washrooms. Reports needed repairs to maintenance man in writing.

CHIEF CUSTODIAN

Is responsible for seeing that premises are kept in neat and orderly condition. Supervises and coordinates activities of custodians; assigns duties to and participates with workers in cleaning premises, furniture and equipment. Inspects completed work. Requests supplies and submits requests for repairs.

*By "actual average" we mean the figure that is derived by totaling the salaries paid in the particular position and dividing by the number of workers.

Salary Range		Actual Average*	Approx. No. in Position
Min.	Max.		

GROUNDSKEEPER

Under supervision of Maintenance Supervisor, maintains grounds and performs related work as required. Plants, fertilizes, waters and cuts lawn; prunes shrubs and trees. Operates various machines used for outside maintenance work including snow removal and grass cutting equipment. Duties may include use of carpentry and masonry tools for outside maintenance work.

GENERAL MAINTENANCE MAN

Under supervision of Maintenance Supervisor, maintains repair of college physical facilities and grounds. May do electrical, plumbing or carpentry work.

MAINTENANCE SUPERVISOR

Is responsible for the maintenance and repair of all physical facilities, grounds and motor vehicles, and performs related work as required. Receives blueprints, building plans, work orders or verbal requests for work to be performed. Makes preliminary survey of work sites and makes estimates of needed materials, tools, equipment and personnel. Works with and supervises electricians, plumbers and carpenters.

SECURITY OFFICER

Maintains general security of grounds to cover or supplement the watch service.